

Customer Complaints

We are committed to resolving customer concerns promptly and fairly. If you dissatisfied with any aspect of your experience, we encourage you to lodge a complaint using one of the methods below.

How to lodge a complaint

By Phone

Please call our national number 1300 937 852

In writing

Send us the full details, including any supporting documents, and how you would like the issue to be resolved.

Please address the information to:

Customer Resolution Team

PO Box 78 Grafton NSW 2460

email: resolution@westlawn.com.au

Complaint Resolution

Westlawn Finance will undertake the following process:

- Acknowledge receipt of your complaint within 1 business day
- Describe the process we will follow to investigate and the estimated timeframe for a resolution
- Provide the relevant contact details of the specialist(s) working to resolve the complaint with you
- If we need further information, we will contact you or appropriate third parties seeking the required information or documentation

We value your privacy. Our privacy policy can be found on our website or directly via <https://www.westlawn.com.au/privacy-policy/>

In the event that you do not get a satisfactory outcome, you have the right to refer the matter to the Australian Financial Complaints Authority (AFCA). You can contact them by:

Phone: 1800 931 678

In writing: AFCA, GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Website: www.afca.org.au

